



Agenda

Introduction

BG Mangual

Enterprise Transformation

RADM Archer

Why BSM Is Crucial for DSCP

Mr. Allen

The Components of Change

People

Mr. Allen

Process

Ms. Christine Gallo

Technology

Ms. Mae De

Vincentis

Program Update

Ms. Mae De

Vincentis

Question & Answer

Mr. Allen



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Our Business

- **Products: \$15.8B Sales (FY01)**

- Fuel
- Energy
- Food
- Medical
- Apparel
- Construction
- Weapons Systems Spares (Consumables)

- **Sales Must Cover Cost**
- **90% Of Military Needs Satisfied By DLA**
- **100% Of Military Service Needs For Energy, Food, Medical And Apparel**

- **Customers:**
 - **Deployable Units**
 - **Fixed Bases**
 - **Industrial Activities**
 - **Allies**

- **Services: \$2.6B Sales (FY01)**

- Logistics Information & Document Automation
- Distribution (Less Transportation)
- Reutilization & Disposal
- National Stockpile



For DLA... If We Plan to Stay in Business... We Need to Change

- Poor Customer Perception
- Losing Sales and Market Position
- Reactive Vice Proactive
- Cost Not Understood
- Legacy Environment on Final Breath
- Inflexible Business Alignment
- No Clear Direction

ding Company Vice Enterprise Thin



What Are the Impediments to Change?

- Culture
 - Internal/External
- Power Brokers
 - Internal/External
- Corporate Courage
- Current Processes and Supporting Environment
- Corporate Change Process

No Definition of Enterprise



DLA's Decision... The Proposition

- Transforming From Internally Focused Stovepipe Communities to Customer Focused Enterprise Based on Commercial Best Practices and Tools
- Customer Is Better Served at the Right Value
- ...It Is Now Key to Our Strategy!



BSM...Tied to a Bigger Picture

Balanced Score Card = Strategic Plan

**Objective 6 =>
Business Systems
Modernization**



Customer
Be "Customer Driven"

Supporting -

- Supply Chain Practices
- Customer Segmentation
- National Inventory Management Strategy

Internal
Process

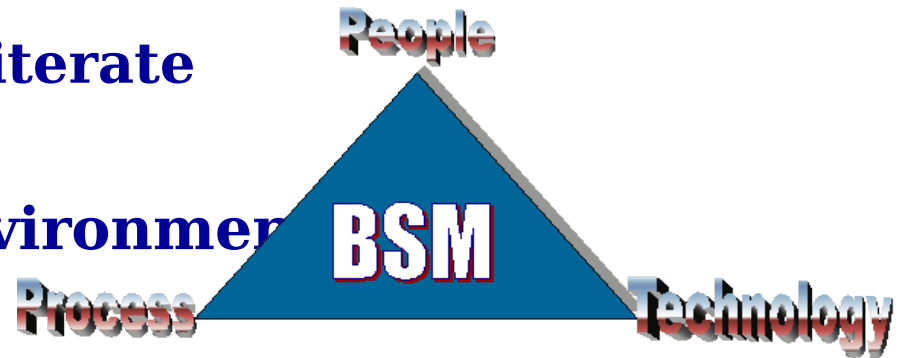
Learning
And Growth

Financial



What is BSM?

- **It's a Transformation**
 - **Reengineer Processes**
 - **Use Best Practices**
 - **Become Commercial-literate**
 - **New Jobs...New Roles**
- **Supported by New IT Environment**
 - **Commercial-Off-The-Shelf (COTS)**
 - **Embedded Best Practices**
 - **Enterprise Solution**





What BSM Delivers

- A Single Enterprise—We Are One DLA
- New Levels of Performance
- Customer Facing Organization
- Reliance on COTS (Commercial-Off-The-Shelf Software)
- Implement Leading Commercial Practices
- DLA People Successful in This New Environment

**addresses compelling reason
change”**



New Practices

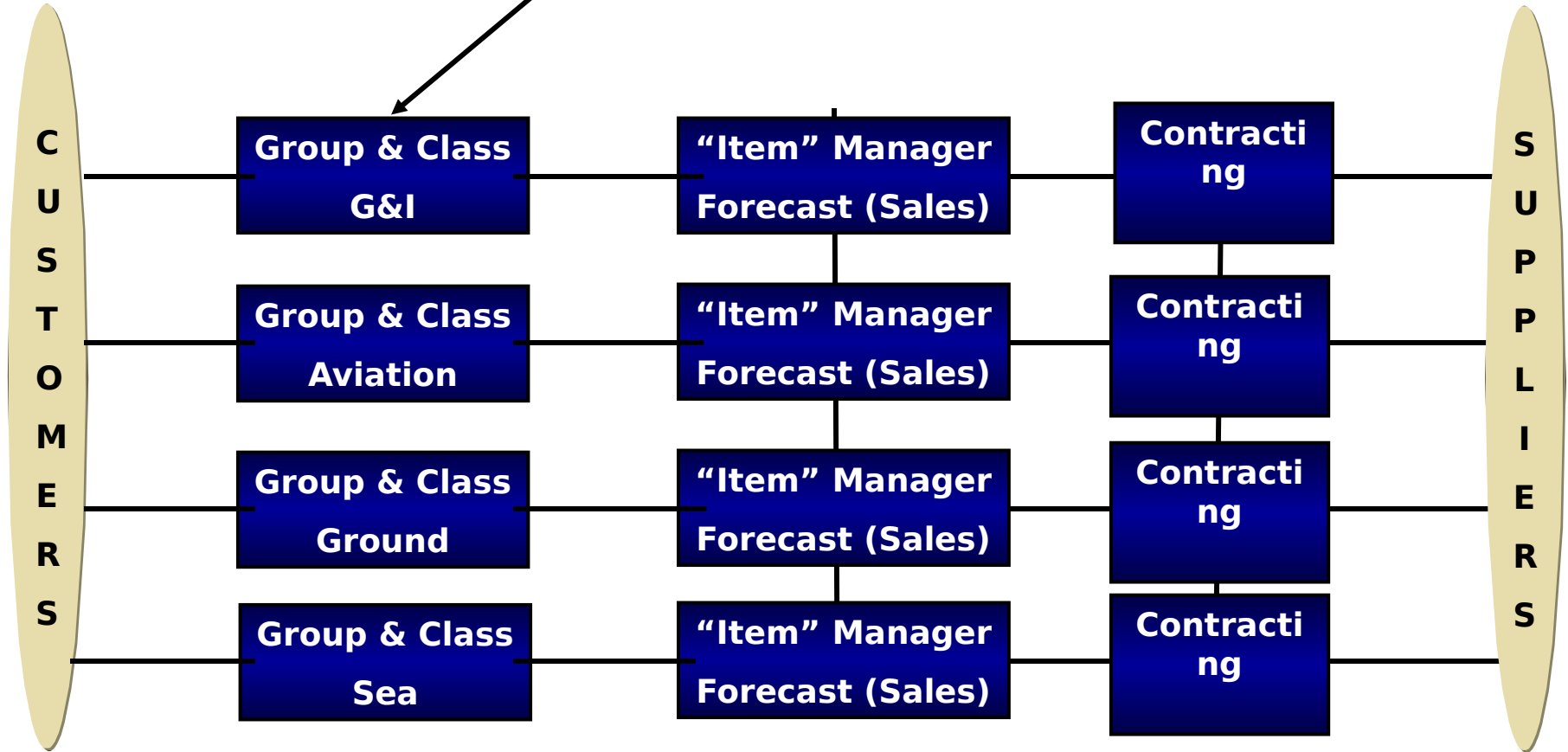
- Focus... Customer vice Function
- Organization ... Customer Segment vice Product
- Investment... Agreed Outcome vice Availability
- Process... Collaboration vice Levels

“Collaboration”



Product/Function Focus Before Reengineering

"Item" Segment



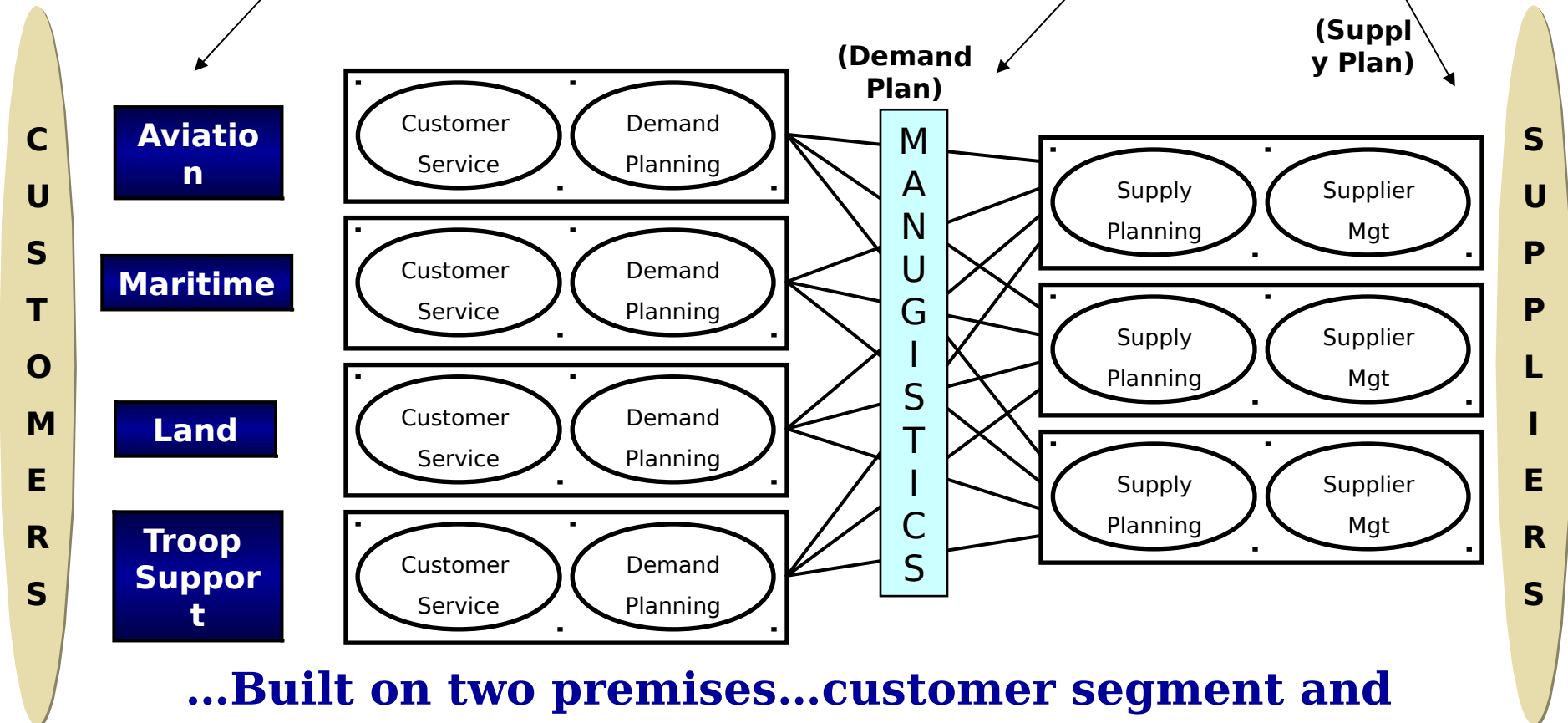
...Built on two premises...item segments and forecasts (item focus), little collaboration and planning



Customer Focus

Customer Segment & Collaboration (Expectation)

Collaboration



...Built on two premises...customer segment and planning via collaboration



Customer Relationship Management (CRM)

Military Service

NAM

Major Claimant or Command

CAM

Service Level Agreement

By Military Account
Major Claimant

Strategic Level Engagement:

- Set Expectation Levels & Levels of Service
- Set Common & Collaborative Business Practices

STRATEGIC
OPERATIONAL

Customer A

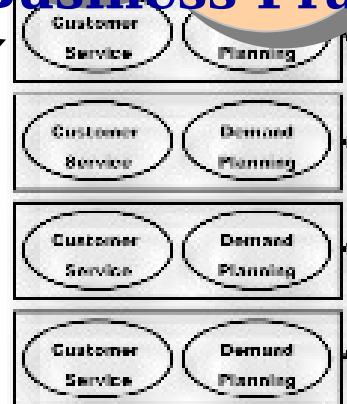
Customer B

Customer C

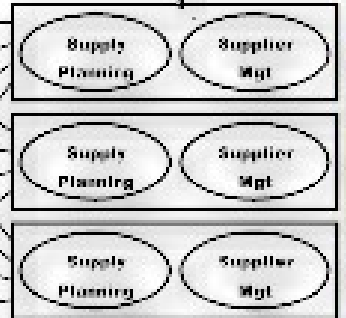
CSR

Customer Support Representatives (CSR)

Collaboration



MANAGISTICS



SUPPLIERS

(Supply Plan)



Customer Relationship Management (CRM)

Military Service

NAM

By Military Service - National Account Manager (NAM)

Major Claimant or Command

Service Level Agreement

CAM

By Major Claimant or Command - Customer Account Manager (CAM)

**STRATEGIC
OPERATIONAL**

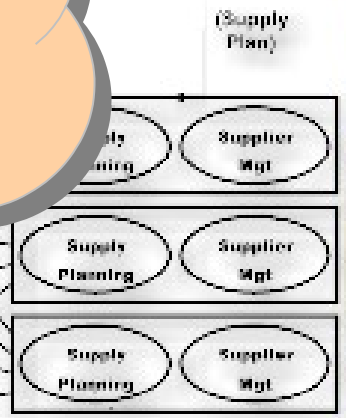
Customer A
Customer B
Customer C

CSR

Customer Support Representatives (CSR)

Operational Level Engagement:

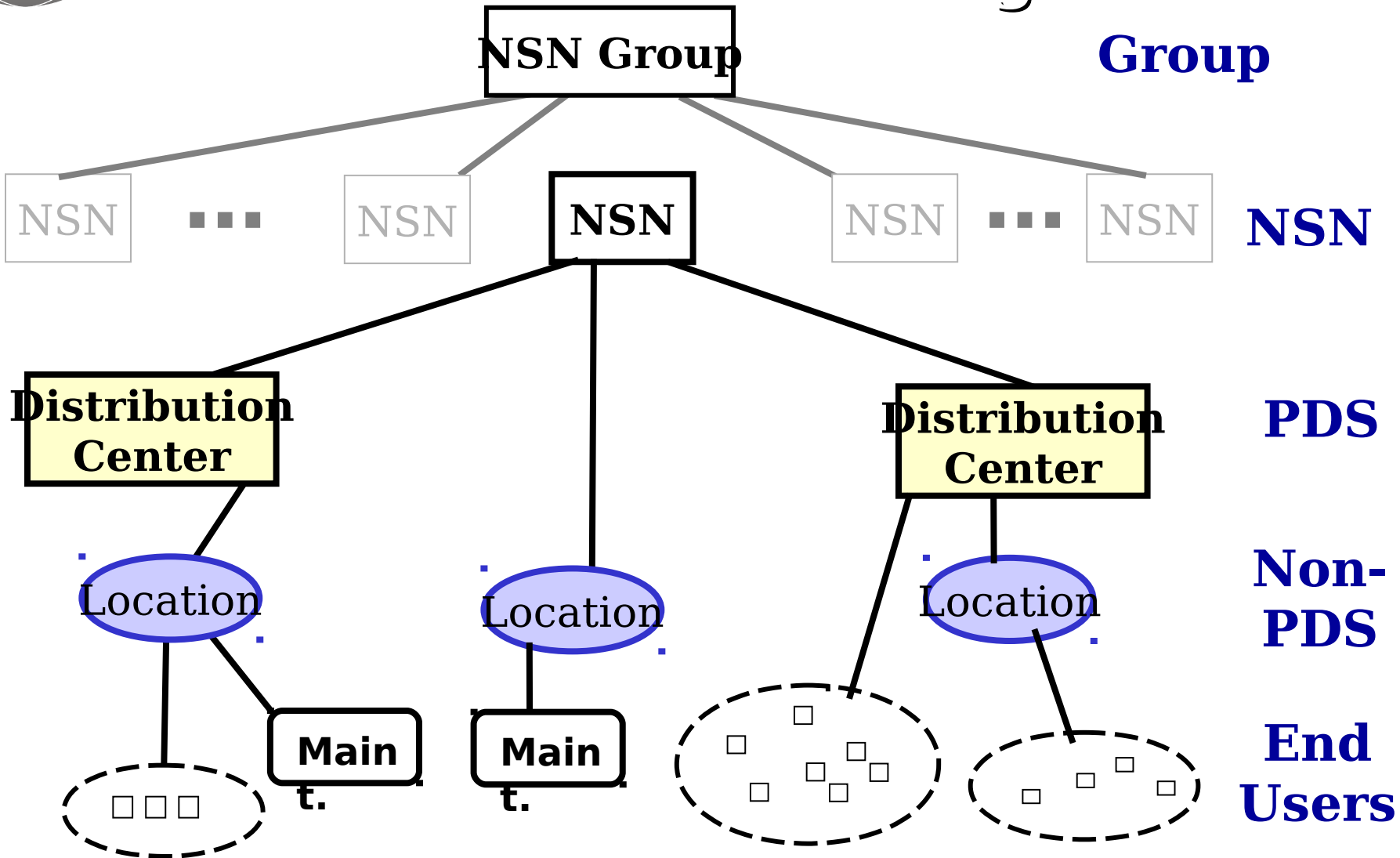
- Determine "How To's"
- Execute Service Level Agreements
- Input/feedback to Strategic Level



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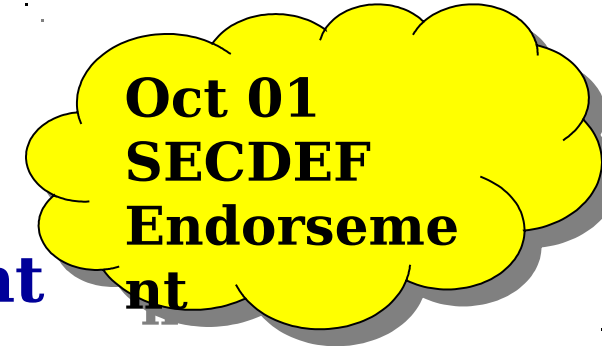


Flexible Forecast and Positioning





BSM Accomplishments... Since Our Last Visit



**Apr 01 Business Process
Reengineering ... Blueprint**

**Jul 01 Completed Design and
Configuration**

**Sep 01 Data Conversion Process in Place
and Tested**

**Sep 01 BSM Job Model and Staffing
Approach**

Oct 01 Standard Organization

**Oct 01 Testing Commenced, Runs Through
Apr 02**



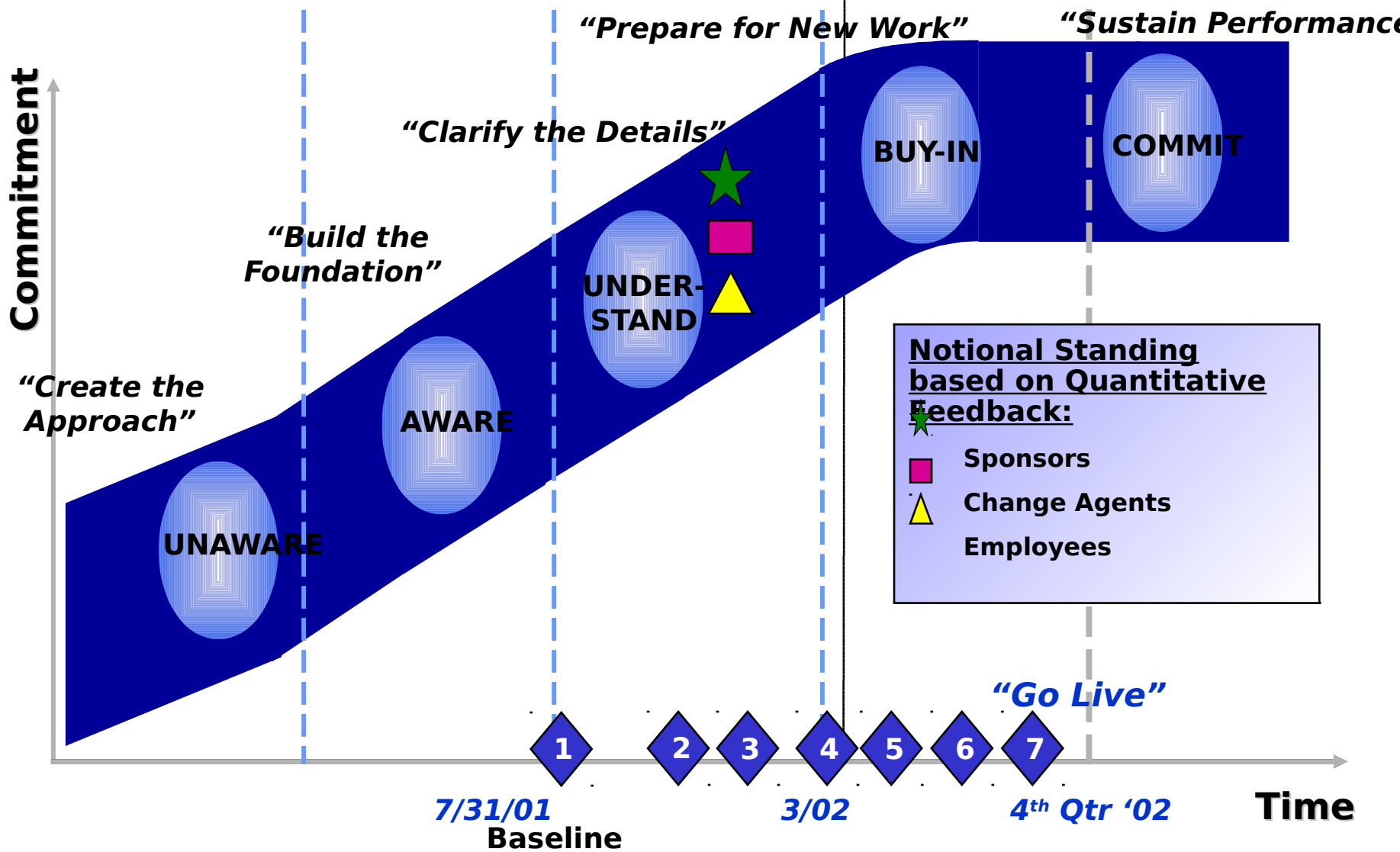
There Is No Plan B

- “Go Live Concept Demo Jul - Aug 02!”
- Test Business Practices
- Test Systems
- Test Ability for Knowledge Transfer
- Test Organizational Build

Time of Discovery



Meeting the Challenge of Changes





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DSCP Case For Change

What We Do Well Today

1. Workforce

- Works Effectively Despite the Limitations of the Present IT System, Organization Structure and Business Process
 - Logistics Response Time
 - FY00 - 5.2 Days
 - FY01 - 3.9 Days (A Decrease of 1.3 Days)
 - Supply Availability
 - FY00 - 87%
 - FY01 - 90% (An Increase of 3%)
- The Ability of Our People to Do More With Less
- The Ability of Our People to Adapt to Change



DSCP Case For Change

What We Do Well Today

2. Supplier Management

- Very Good at Supplier Relationships
- Creates Contracts With Suppliers Focused on Results
 - 86% of Contracts Are Long Term
 - 99% of Solicitations Are Electronic
 - 96.3% of Payments Are Under EFT
 - 97.3% Are Electronic Awards
- Increase of Electronic Invoice
 - From 49.5 % (FY00), to 59.25 (FY01)
- Prime Vendor



DSCP Case For Change

What We Do Well Today

3. Customer Focus

- DSCP Has \$6B Sales Volume That Has Increased Each Year for the Last 3 Years
- The Workforce Has a Desire to Meet Customer Needs (Entrepreneurial Spirit).
- Creates Contracts Focused on Results
- Supply Chain Driven Cost Consciousness
- Forward Presence in Both DSCP Europe and Pacific



DSCP Case For Change

What We Do Well Today

4. Adapting Commercial Practices Into Readiness

- Surge Without Effort (No Workload Increases)
- Have Access and Visibility Into Vendors' Inventory (Vendor Managed Inventory)
- Able to Deliver in Times of Crisis (Capacity Reservation / Access to Commercial Inventories)
- Strategic Collaboration (VA, Natick, AAFES, NGB)



DSCP Case For Change

Our Challenges

1. Financial Management

- Pricing (Premiums and Incentives)
- We Cannot Determine Whether We Have Made or Lost Money (Activity Based Costing)
- Currently Have 4 General Ledger Systems
- Accounts Payable
- Collecting Receipt Information (ERS)
- Customers Providing Receipt Information for Invoice Process
- Receipts & Payments

**Business Outcome:
Cost of Operations (KPP)**



DSCP Case For Change

Our Challenges

2. Customer Management

- Not One of Our 4 Commodities Met the DLA Expected Goal of 83% for Customer Satisfaction
- CRM Is Currently Contracted Out
- Need More Forward Presence
- We Do Not Know Our Customers As Well As We Should
- Demand Planning Is Sporadic
- Customer Knowledge Management Capability (LL Bean Example)

**Business Outcome:
Enhanced Customer Satisfaction
(KPP)**



DSCP Case For Change

Our Challenges

3. High Level of Manual Business Processes

- Unrepeatable Processes, Patchwork of Automated Assists
- Manual Processes Are Not Integrated (Sub-optimization)
- Offline Processes Are Force-fed Into the System
- Patchwork of Systems – Sophisticated to Highly Routinized
- Widely Different Levels of Sophistication in Our Procurement Processes As Well

(KPP)

Business Outcome: Cost of Operations



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Program Update

Ms. Mae De Vincentis

Question and Answer Session
Allen

Mr. George

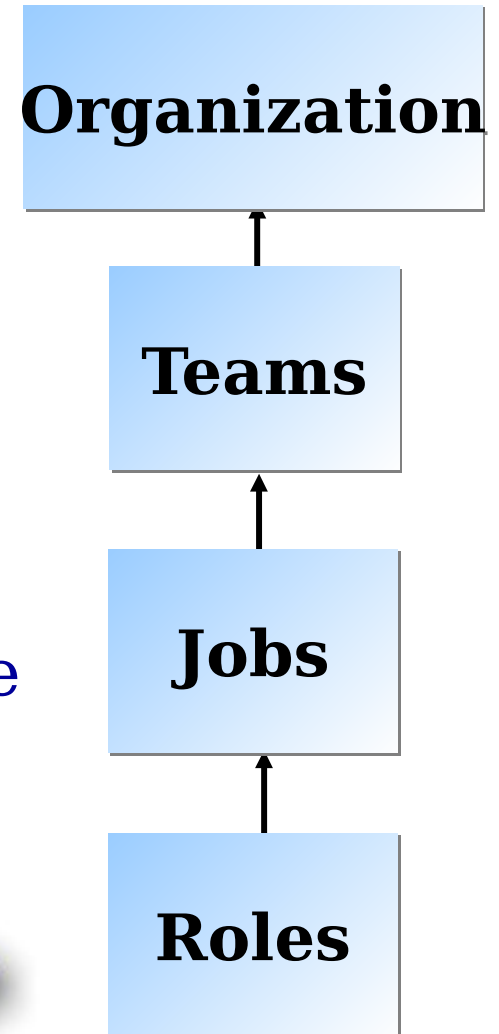
Wrap Up

RADM Archer



The People: Providing the Training, Experience, and Opportunity to Succeed

- Business Process Changes Affect:
 - How Work Will be Done
 - Who Does It
 - Organizational Relationships to Support It
- “Customer Driven” DLA Strategy Direction Affects How We Face the Customer





BSM Job Model / Processes

Finance	Order Fulfillment	Planning	Procurement
<p>Business Analyst <i>(Business Analyst)</i> Serves as the financial "face" and business performance evaluator, in the field</p>	<p>National Account Manager <i>(OPM Title - TBC)</i> Manages customer's relationship with DLA at the military level</p>	<p>Demand Planner <i>(Inventory Management Specialist)</i> Plans for customer demand, and creates and maintains Demand Plans</p>	<p>Purchasing Specialist <i>(Contract Specialist)</i> Serves as the contracting agent for DLA (may or may not have warrant)</p>
<p>Financial Analyst <i>(Financial Analyst)</i> Serves as the financial "face" at Headquarters - coordinates the overall agency budget</p>	<p>Customer Account Manager <i>(OPM Title - TBC)</i> Manages customer's relationship with DLA at the segment level</p>	<p>Demand Data Maintainer <i>(Supply Technician)</i> Maintains the demand data and system</p>	<p>Product Specialist <i>(Technical/Quality Analyst)</i> Provides technical/quality expertise, maintains item-specific data, and investigates failures</p>
<p>Financial Information Analyst <i>(Accountant)</i> Performs funds control and financial data management at HQ</p>	<p>Customer Support Representative <i>(Supply Management Specialist)</i> Represents DLA at the customer site</p>	<p>Supply Planner <i>(Inventory Management Specialist)</i> Plans for supplier requirements, creates and maintains Supply Plans</p>	<p>Purchasing Support Technician <i>(Procurement Technician)</i> Provides administrative support, routes, and assigns PRs</p>
<p>Pricing Strategist <i>(Pricing Strategist)</i> Manages pricing strategy in the field</p>	<p>Customer Account Specialist <i>(Customer Account Technician/Customer Account Specialist)</i> Performs order processing and support functions</p>	<p>Supply Data Maintainer <i>(Supply Technician)</i> Maintains the supply data and system</p>	<p>Supplier Relationship Manager <i>(Supplier Relationship Manager)</i> Serves as DLA's single face to key suppliers</p>
<p>Financial Services Liaison <i>(Financial Services Liaison)</i> Serves as the liaison between DLA and DFAS</p>	<p>Weapons System Support Manager <i>(Weapons System Support Manager)</i> Serves as logistician and local program manager for assigned weapon system platform</p>	<p>Market Analyst <i>(Market Analyst)</i> Analyzes product and market information in relation to demand planning</p>	<p>Accounts Payable Processor <i>(Performed by DFAS)</i> Performs Accounts Payable processing functions</p>
<p>Financial Processor <i>(Performed by DFAS)</i> Performs financial processing activities</p>	<p>Delivery Management Specialist <i>(Traffic Management Specialist)</i> Serves as POC for delivery status questions, and provides input into transportation arrangements</p>	<p>Performance Specialist <i>(Supply System Analyst)</i> Monitors the performance of the planning KPIs</p>	
	<p>Resolution Specialist <i>(Supply Technician/General Supply Specialist)</i> Clears discrepancies in inventory</p>	<p>Supplier Capabilities Analyst <i>(Supplier Capabilities Analyst)</i> Determines DLA's ability to provide readiness support</p>	
	<p>Accounts Receivable Processor <i>(Performed by DFAS)</i> Performs Accounts Receivable processing functions</p>	<p>Sales and Operations Planning Chief <i>(OPM Title - TBC)</i> Resolves issues and coordinates sales and operations planning meetings</p>	
		<p>Stock Positioning Specialist <i>(Supply System Analyst)</i> Ensures the accuracy of network</p>	

CRM

DFAS

DFAS

DFAS



BSM Processes / Jobs

Planning

- **Demand Planner**
- **Supply Planner**

Order Fulfillment

- **Customer Account Specialist**
- **Weapons System Support Manager**

Procurement

- **Purchasing Specialist**
- **Product Specialist**

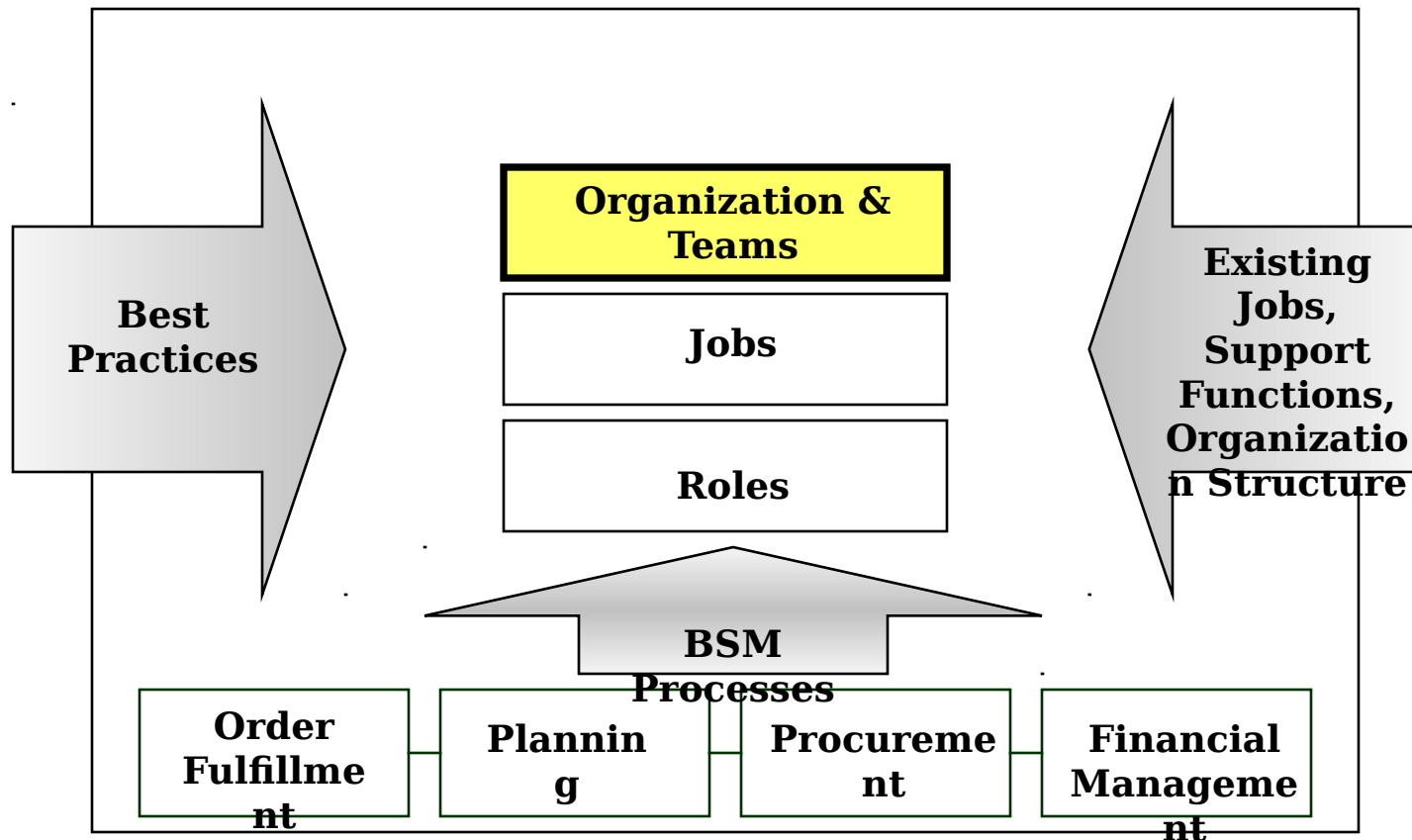
Financial

- **Business Analyst**
- **Financial Analyst**



Organization Architecture Development Approach

Organization: The Organization Architecture Is Built Upon BSM Business Processes, Considering Commercial Best Practices and Current DLA Structure, Processes and Jobs.

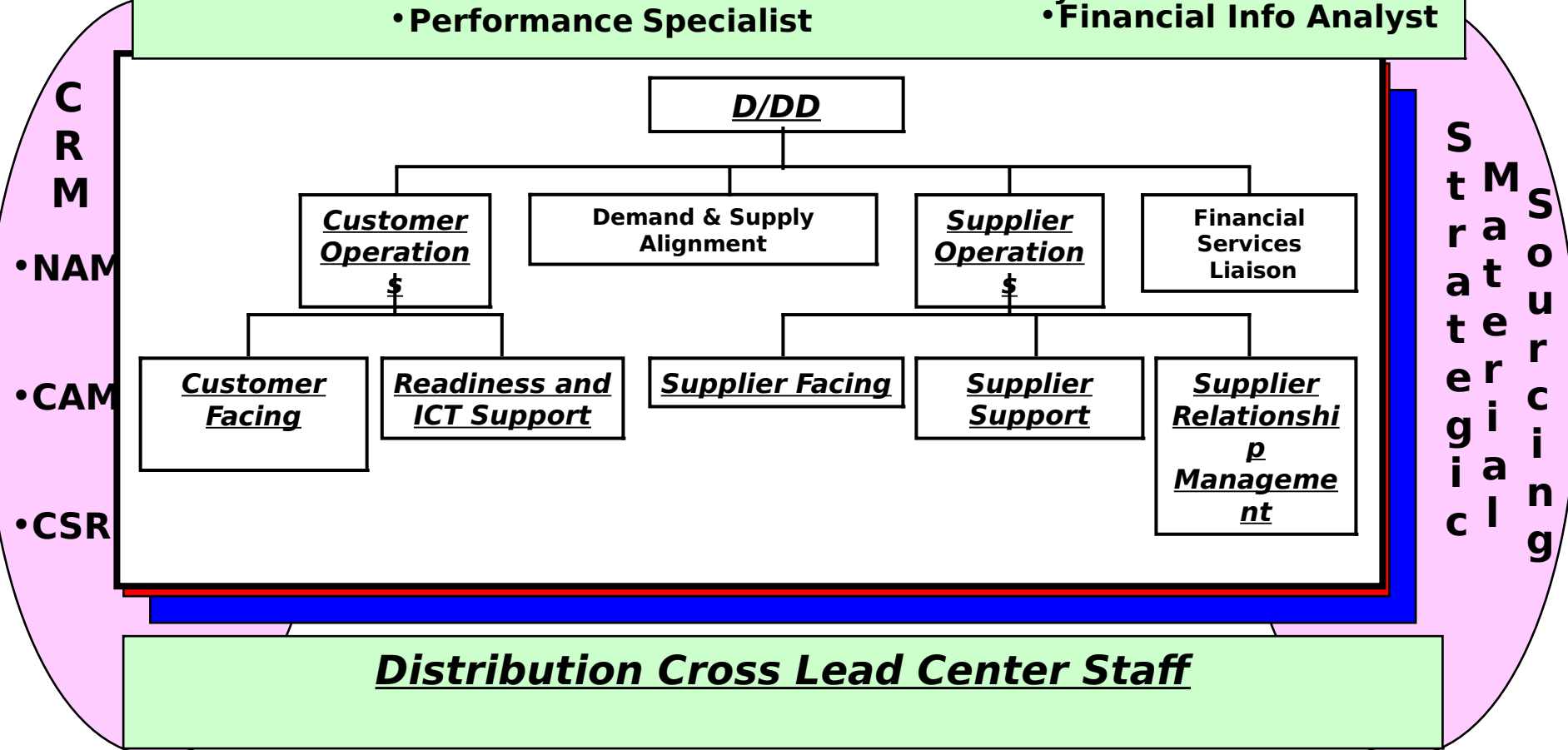




Standard Organization

Headquarters Cross Lead Center Staff

- Sales & Operations Planning Chief
- Performance Specialist
- Financial Analyst
- Financial Info Analyst



Distribution Cross Lead Center Staff



Concept Demo ICTs By Lead Center

- Lead Center for Maritime**
- Maritime Maintenance
 - Naval Shipyard, Norfolk

- Lead Center for Aviation**
- Navy Aviation Maintenance
 - Army Aviation Maintenance

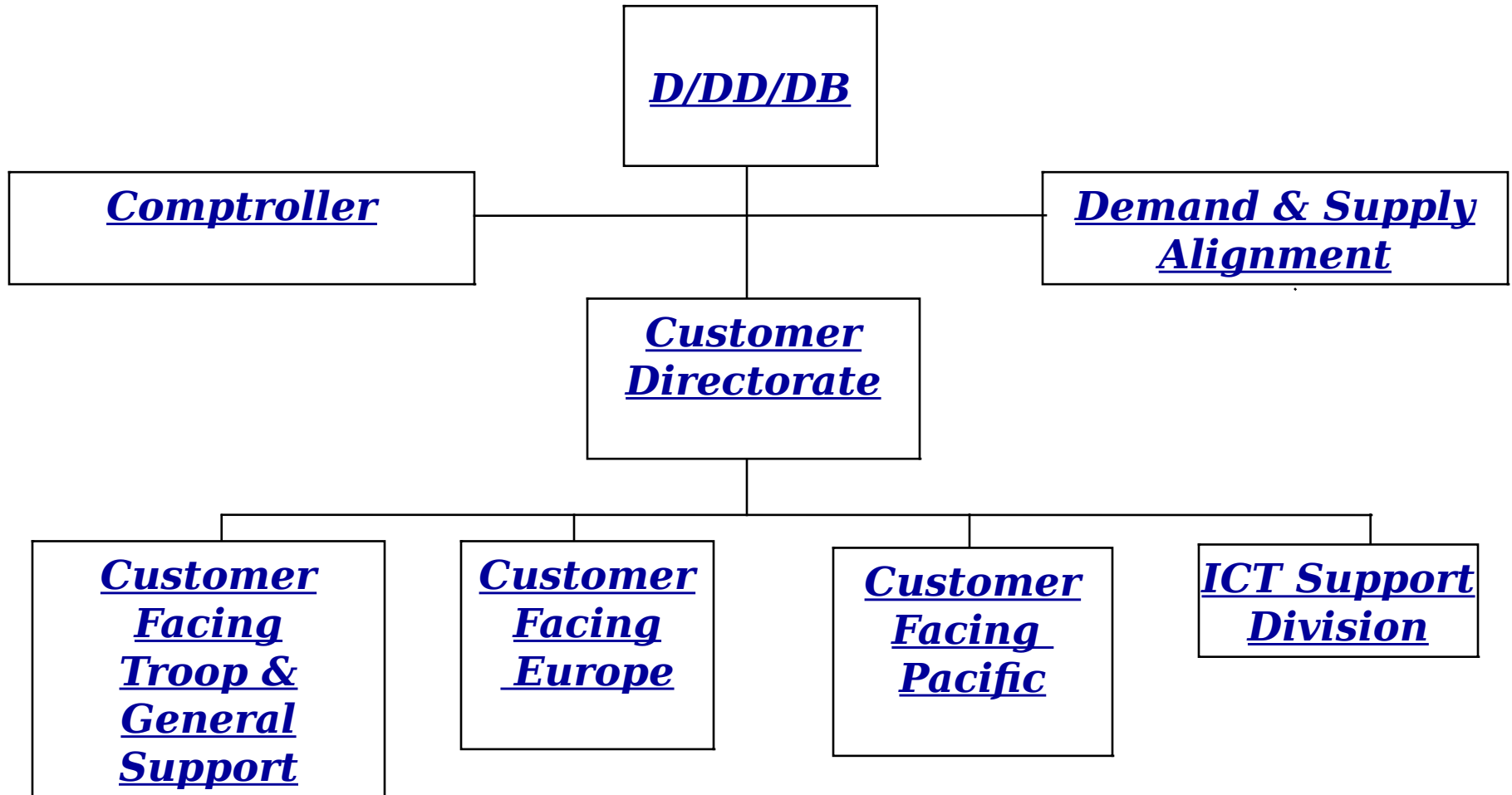
<u>Lead Centers</u>		
Maritime		11
Aviation/Distributed		8
Troop Support/Distributed		12
Total		31

Lead Center for Troop and General Support

- Army T&G Support
- TRADOC
- Ft. Jackson
- FORSCOM
- Ft. Bragg
- Navy T&G Support
- Air Force T&G Support
- Lackland
- MC T&G Support
- Parris Island
- T&G Support Other

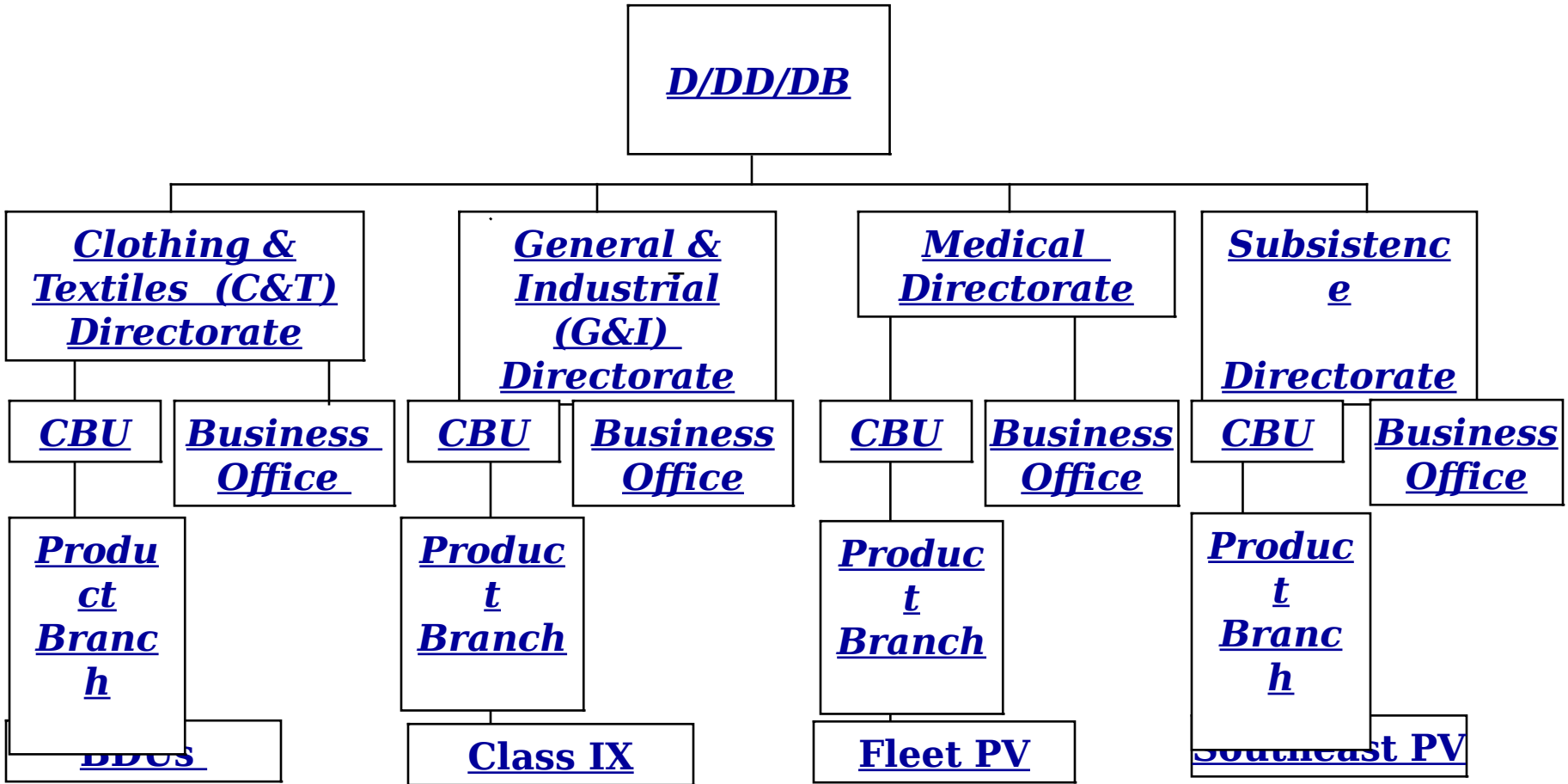


DSCP Customer Operations (CD)





DSCP Supplier Operations (CD)





Performance Management Cascading Measures

Enterprise Balanced Scorecard Establishes Corporate Strategy, Performance Measures and Targets

Process Level KPIs Measures the Process Performance

Organization/Subset Level Performance Measure Measures the Collective Performance of All Areas Within the Agency

Team Level Performance Measure Measures the Collective Performance of a Team

Individual Job Level Performance Measure Measures the Performance of an Employee Within a Job



BSM Staffing Strategy

Standard Approach to Filling Jobs

- Mapping to “Successor Jobs” - DLA Master Labor Agreement (MLA)
- Reassignments - Volunteers
- Job Opportunity Announcements

**MOA With AFGE Council 169
Signed October 16, 2001**



Defense Supply Center Philadelphia Concept Demo

- Concept Demo Will Be Staffed With 70 Line Staff Across the ICTs (e.g., Purchasing Specialist, Customer Account Specialist, Demand Planners)
- Classes of Supply Selected for Release One
 - Class I - Prime Vendor Garrison Feeding for the Southeast Region
 - Class VIII - Medical/Surgical Fleet Prime Vendor
 - Class II - Battle Dress Uniforms
 - Class IX - G&I Support to the Aviation (DSCR) and the Maritime (DSCC) Lead Centers



Types of Training

- Hands-On Training

- Overview Training





Levels of Training

OVERVIEW TRAINING:

- Functional
- Process

HANDS-ON TRAINING:

- COTS
- Role-Based



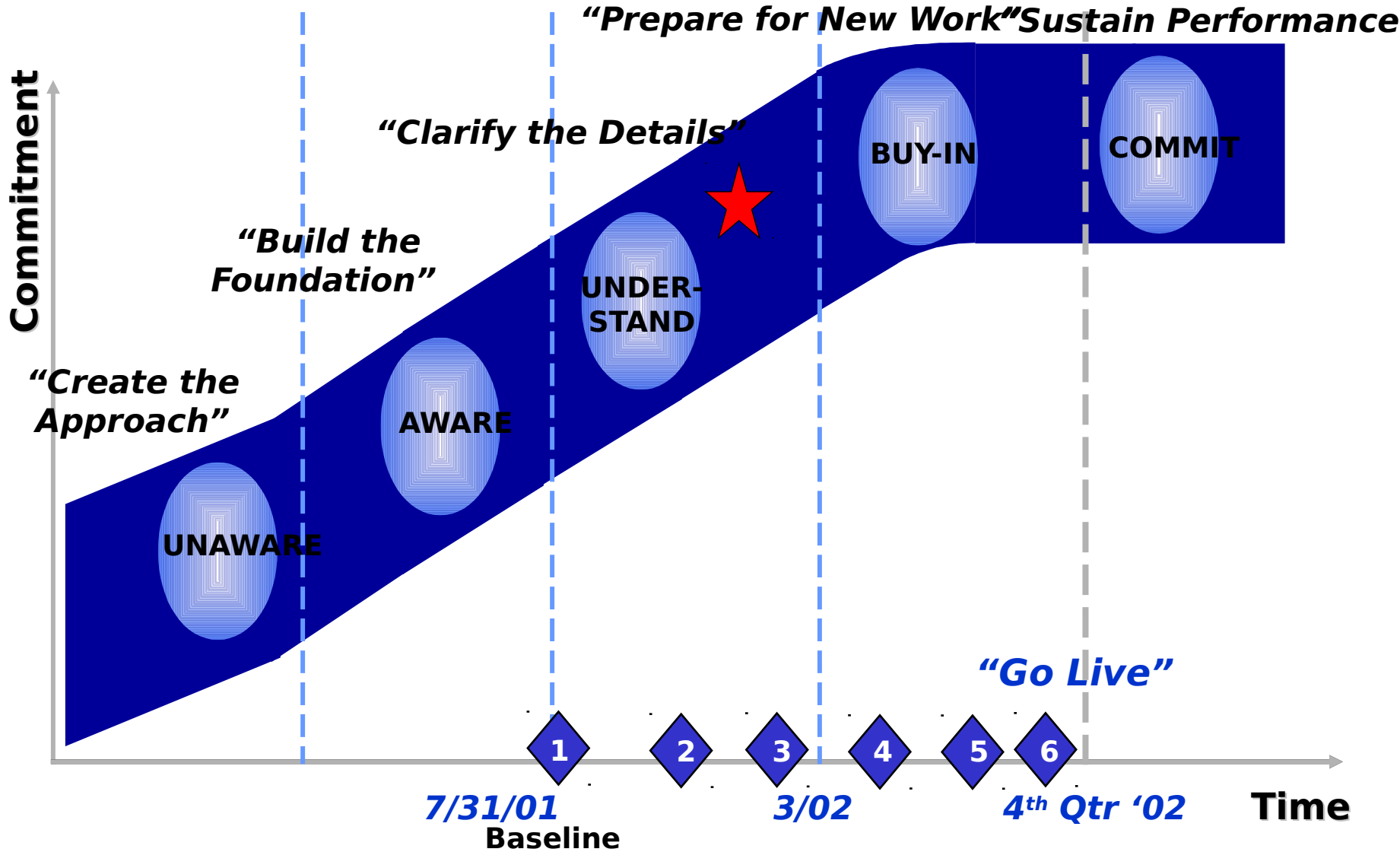


Upcoming Training

Course	Date	Location	Audience
Supply Chain Overview Training (BSM 101)	Feb - Mar '02	DSCP	Sponsors and CD Participants
Executive Sponsorship Workshop	Jan 16-17 '02	Chantilly, VA	Sponsors
Supervisor Workshop 1 Prep For Change Discussion in Feb	Feb 13 '02	DSCP	CD Supervisors
Change and Transition for Managers and Supervisors	Mar 12-14 '02	DSCP	CD First and Second Line Supervisors
BSM 102 - Intro to BSM	Feb - Mar '02	DSCP	CD



CR Feedback #2: DSCP Position on the Change Commitment Curve





What Can You Do

Be Aware of BSM Program:

- Read the BSM Web Site
- Attend Town Halls
- Be Knowledgeable About How BSM Supports DLA Goals
- Ask Questions of Your Supervisors



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What Are They Saying?

CINC's...CSART

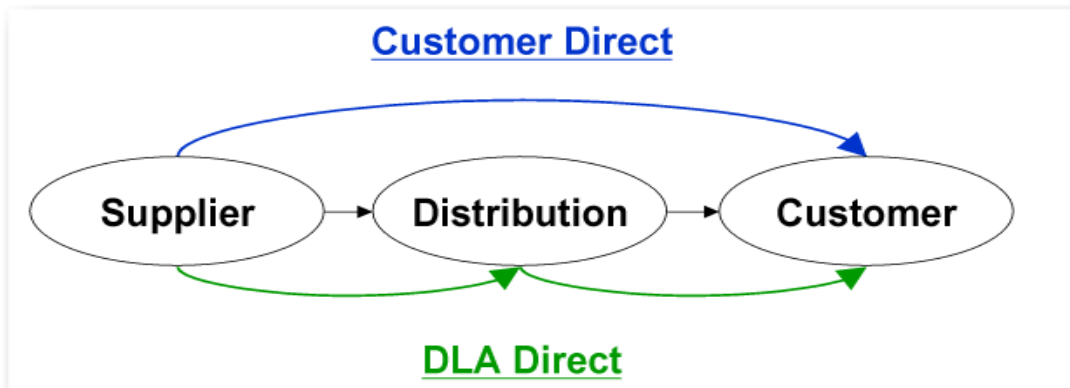
JCS J-4...

Services' Leadership...



Designing the New Processes: Basic Concepts

- Channel:
 - DLA Direct: DLA Owns Inventory
 - Customer Direct: Vendor Owns Inventory



- Core Processes:
 - Planning
 - Procurement
 - Order Fulfillment
 - Financial



The Process: Reengineer by Fielding Best Practices

<p style="text-align: center;">Planning</p> <ul style="list-style-type: none"> • Demand by Customer • Collaboration 	<p style="text-align: center;">Order Fulfillment</p> <ul style="list-style-type: none"> • Identify Customers More Specifically
<p style="text-align: center;">Procurement</p> <ul style="list-style-type: none"> • “Available to Promise” • Focus on Supplier Performance and Management • “Capable to Promise” 	<p style="text-align: center;">Financial</p> <ul style="list-style-type: none"> • Provide Account Financial • Have Auditable Financial Statements • Change Inventory Valuation Methodology

Improve Customer Service by Collaborating W/ Customers & Suppliers

Provide Best Value Solutions



The Process: Key Performance Indicators

<p><i>Planning</i></p> <ul style="list-style-type: none"> • Demand Plan Accuracy • Attainment to Plan 	<p><i>Order Fulfillment</i></p> <ul style="list-style-type: none"> • Customer Wait Time • Stock Availability
<p>Total Supply Chain Costs Will Be Identified</p>	
<p><i>Procurement</i></p> <ul style="list-style-type: none"> • Lead Time • Vendor/supplier Effectiveness • Supplier Readiness Capability 	<p><i>Financial</i></p> <ul style="list-style-type: none"> • Net Operating Result Plan Performance • Materiel Budget Plan Performance • Fill Rate



Process Improvements - Order Fulfillment

Today



BSM

-
- Orders Processed
“First In - First Out” “UMMIPS Rules”
 - Single Line Orders
 - Order Status Transactions
 - All Operations Costs Included in Cost Recovery Rate
- Orders Processed by
“Customer’s Required Delivery Date” Release 2
 - Multi-line Orders
 - On-line Account and Visibility
 - Premium Services
(Transportation, Expedited Processing) and Discounts
(Volume Purchase)



Process Improvements -Procurement to Payment

Today



BSM

- Multiple Contract Writing Applications
 - Batch Processing
 - Inventory Reconciliation Between SAMMS & DSS
- Single Contract Writing Application
 - Real Time, Accurate and Integrated Data
 - Synchronized Inventory Balances



Process Improvements - Demand Planning

Today



BSM

- Plan by Item
 - Single/Static Forecast
 - Quarterly Forecast
 - Limited Customer Input
 - No User Interaction with Models
 - Decentralized Systems
- Plan by Customer, Item, and Location
 - Variable/Time Phased Demand Plan
 - Monthly Planning Horizon...Event Driven
 - Extensive Collaboration with Customer
 - User Interaction with Models
 - Single Demand Planning System



Process Improvements - Finance

Today



BSM

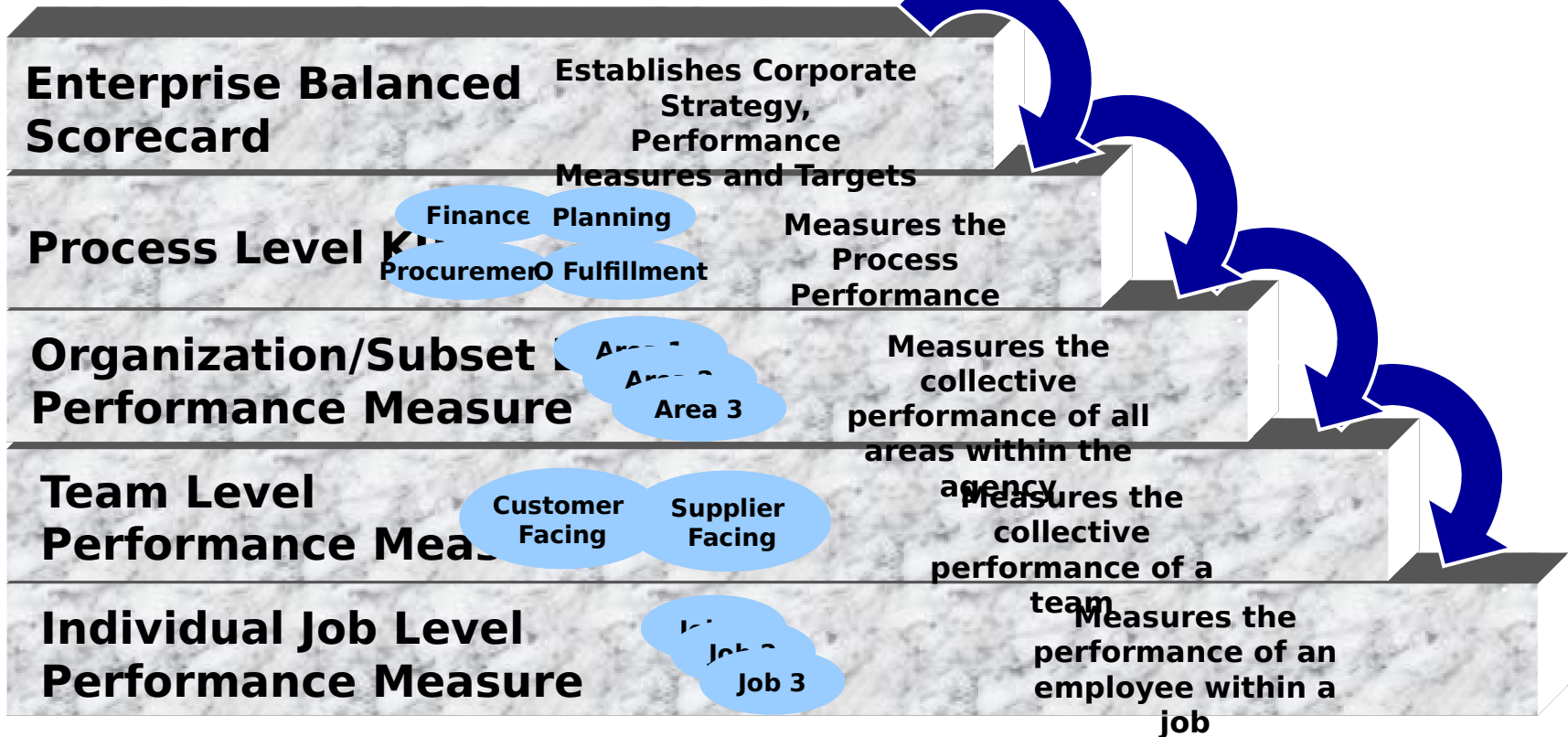
- Invoice Required for Payment
- Eight (8) Ledgers to Consolidate
- Inventory Valued at LAC - Not GAAP Compliant

- Pay on Receipt (ERS)
- Single General Ledger Using USSGL Chart of Accounts
- Inventory Valued at Moving Average Cost - GAAP/ CFO Compliant



Measuring Our Performance

Performance Measures Cascade Down the Organization, Providing Linkage Along the Way





Reaching out to Customers and Suppliers

- Our Success Depends on Collaboration With Our Customers...and We're Reaching Out to Them at the Highest Levels to Ask Them to Collaborate and Negotiate Service Level Agreements
- Service Level Agreements Will Also Be Set With Suppliers...to Ensure We Have Clearly Defined Expectations About Support





“Business Reengineering” ... Bigger Than We Ever Imagined

- **Best Practices...**

Successful Commercial Model

- **Customer Relationship Management**

...

Strategic/Operational

- **DLA One Book...**

**Corporate Repository for DLA Bu
Policies, Processes and Procedures**

***Rules
and
Tools***



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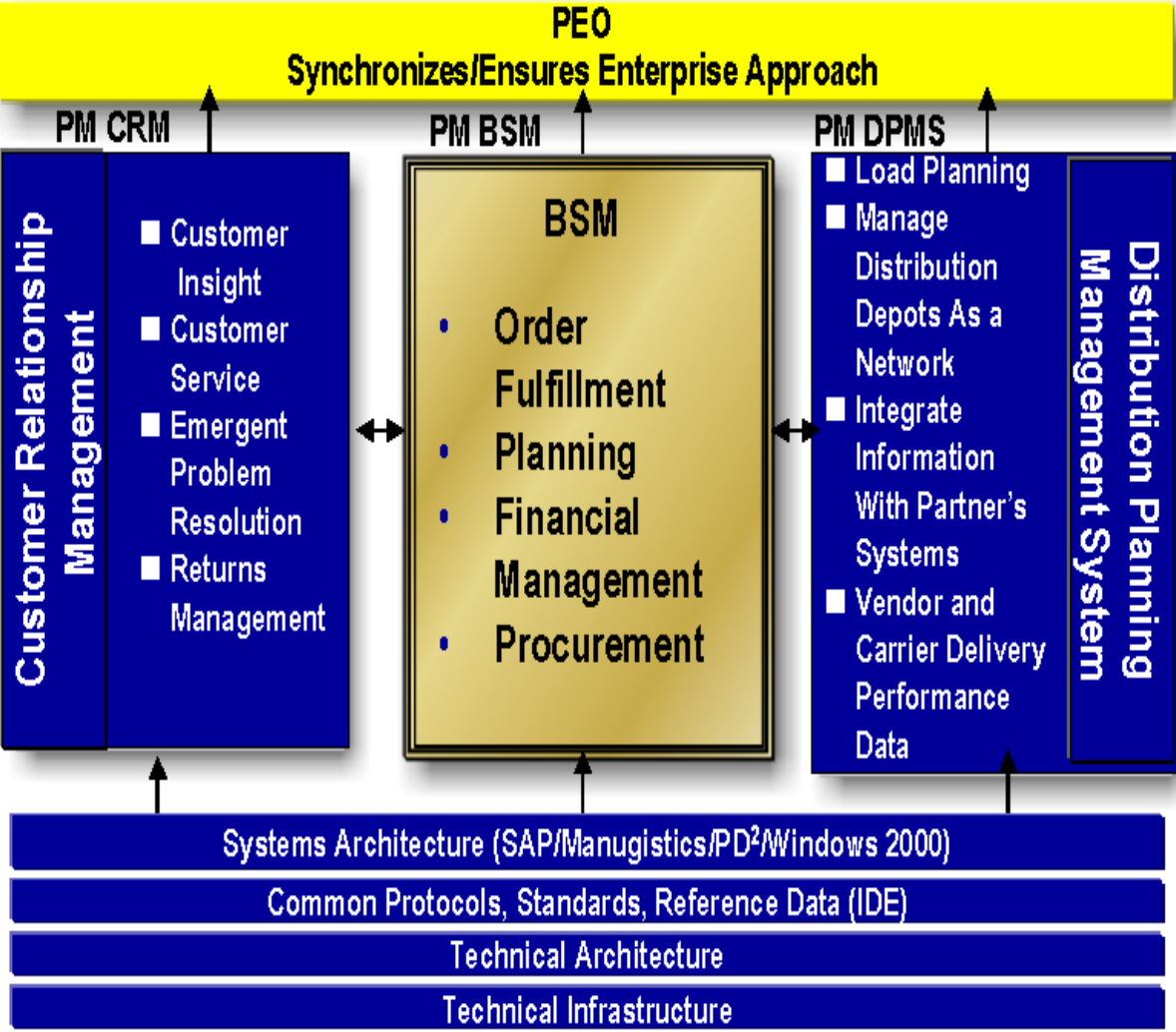
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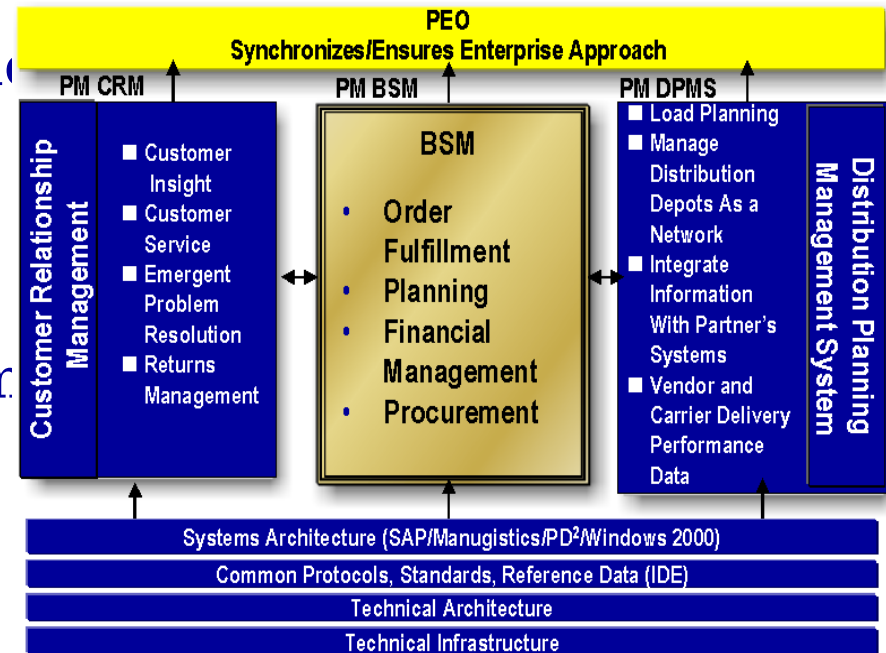
The BSM Strategy...





The BSM Strategy...

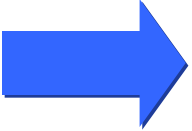
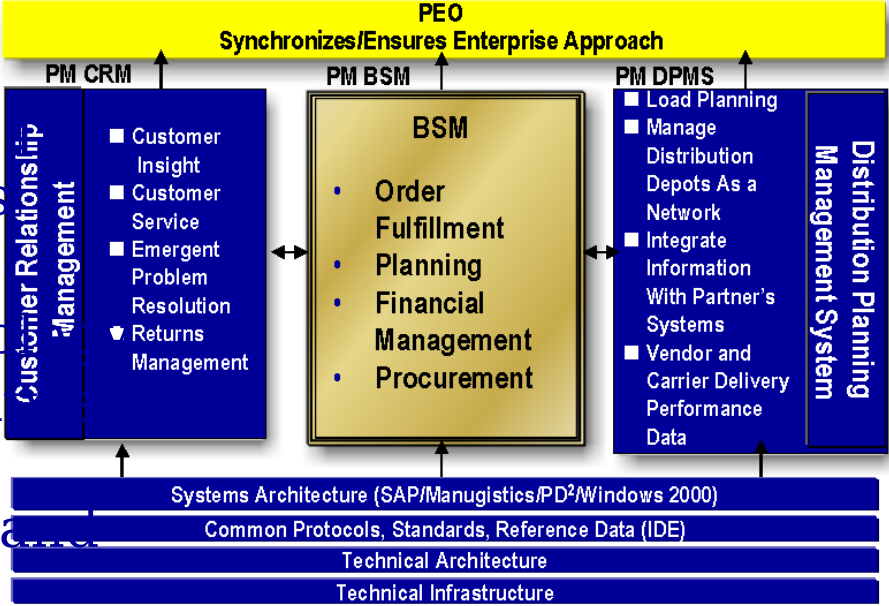
- BSM Program: Supply (Less Energy)
 - Class I (Subsistence)
 - Class II (Clothing and Textiles)
 - Class IV (Construction)
 - Class VIII (Medical)
 - Class IX (Repair Parts)
- Beyond the BSM Program:
 - Customer Relationship Mgm
 - Distribution Planning Management System
 - Class III (Energy)
 - Map Mission COTS Project
 - Defense Reutilization and Marketing Service Integration Project
- Other Major Related Efforts:
 - Catalog Reengineered System (CRS)
 - Engineering Support Automation (ESA)





The BSM (Technical) Strategy...

- Business Architecture Drives Infrastructure ... Investments Justified by Mission Needs
- Buy vs. Build ... COTS Technology
- Corporate Computing Capacity
- Communications
- Ensure Information Security and Assurance
- Integrate and Leverage DLA's Existing Technology Infrastructure Where Appropriate
- Exploit Technology... Web Based Solutions, Thin Clients
- Provide an Architecture that is Conducive to Technology Refreshes



Establish an Open and Scalable ENTERPRISE Infrastructure to Support DLA's Mission Requirements



BSM Technical Foundation ...

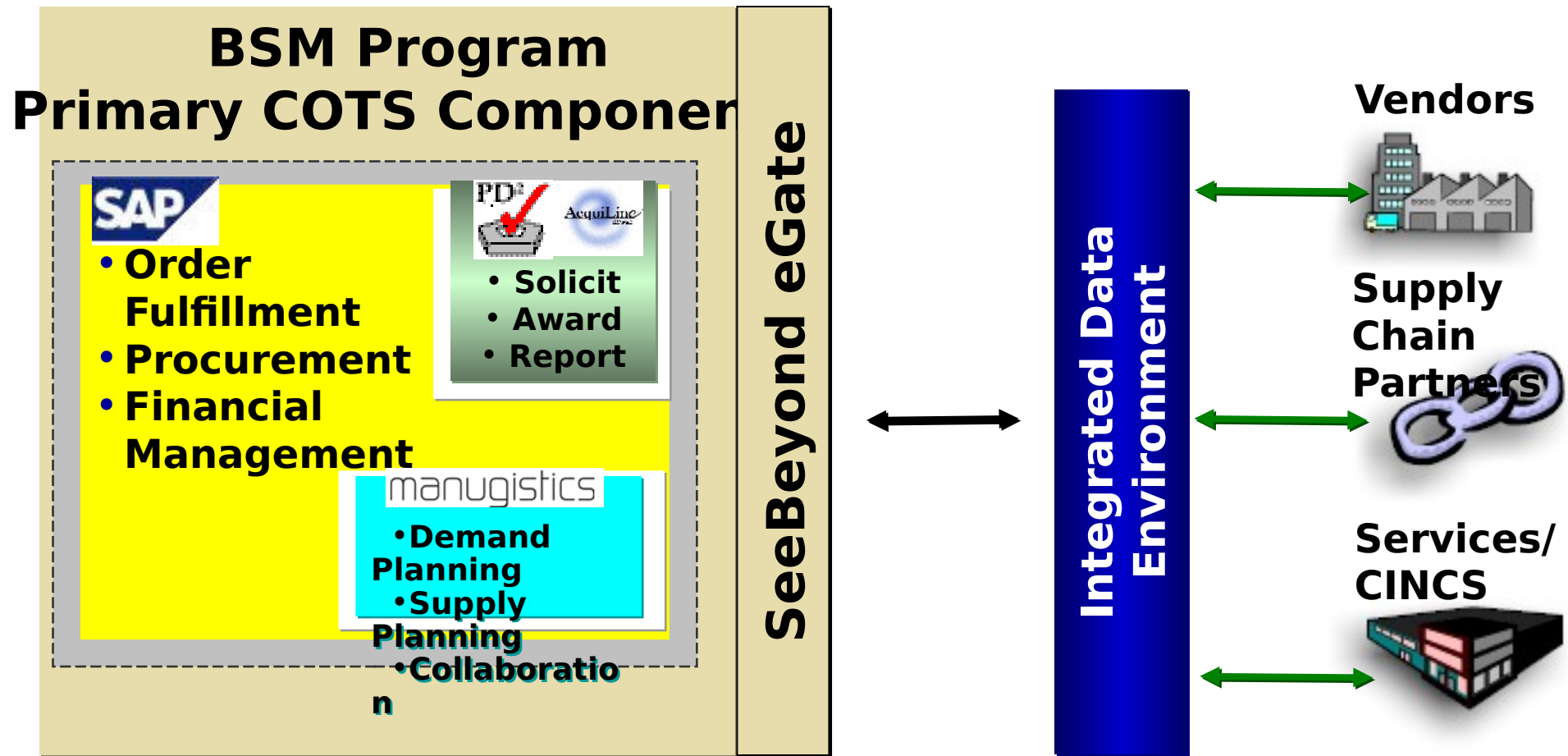
BSM Uses Industry Best Practices to Modernize DLA's Technical Infrastructure and a Foundation to Support New Enterprise Solutions

- Leading Technologies From Industry Leaders Including HP, EMC, Cisco, Microsoft, Oracle, SAP, Manugistics, AMS, Seebeyond, RSA, BMC
- BSM Portal to Access SAP, Manugistics and PD²
- Enterprise Application Integration (eAI) to Support Integration With Legacy Systems (X12/XML)
- PKI (Public Key Infrastructure) in Place With DoD Certificates and Eventual Integration With CACs (Common Access Cards)
- Web Architecture Using Java Technologies to Access New Systems and Some Existing Data Stores
- Enterprise Data Center With State-Of-The-Art Operations Capabilities
- Dedicated WAN to Major Sites to Ensure Performance



BSM Technical Blueprint

The Foundation for DLA's Systems Architecture





A Day in the Life of a BSM User

DLA Today and Tomorrow - Microsoft Outlook

File Edit View Favorites Tools Actions Help

Address outlook:today

DLA Today & Tomorrow
DEFENSE LOGISTICS AGENCY

- Life
- Strategies
- People
- Innovation
- Learning
- Focus
- GO Major Activities

Wednesday, October 24, 2001

Support Effort and Information

October is National Disability Employment Awareness Month

Mystery writer provides insight about growing up with a disability

"PEOPLE ARE IMPORTANT, not for what they can't do, but what they can do," said Marine Col. Philip Yff, Defense Logistics Information Service commander, during his opening remarks at the disability program event.

ADA Employee Forum Held

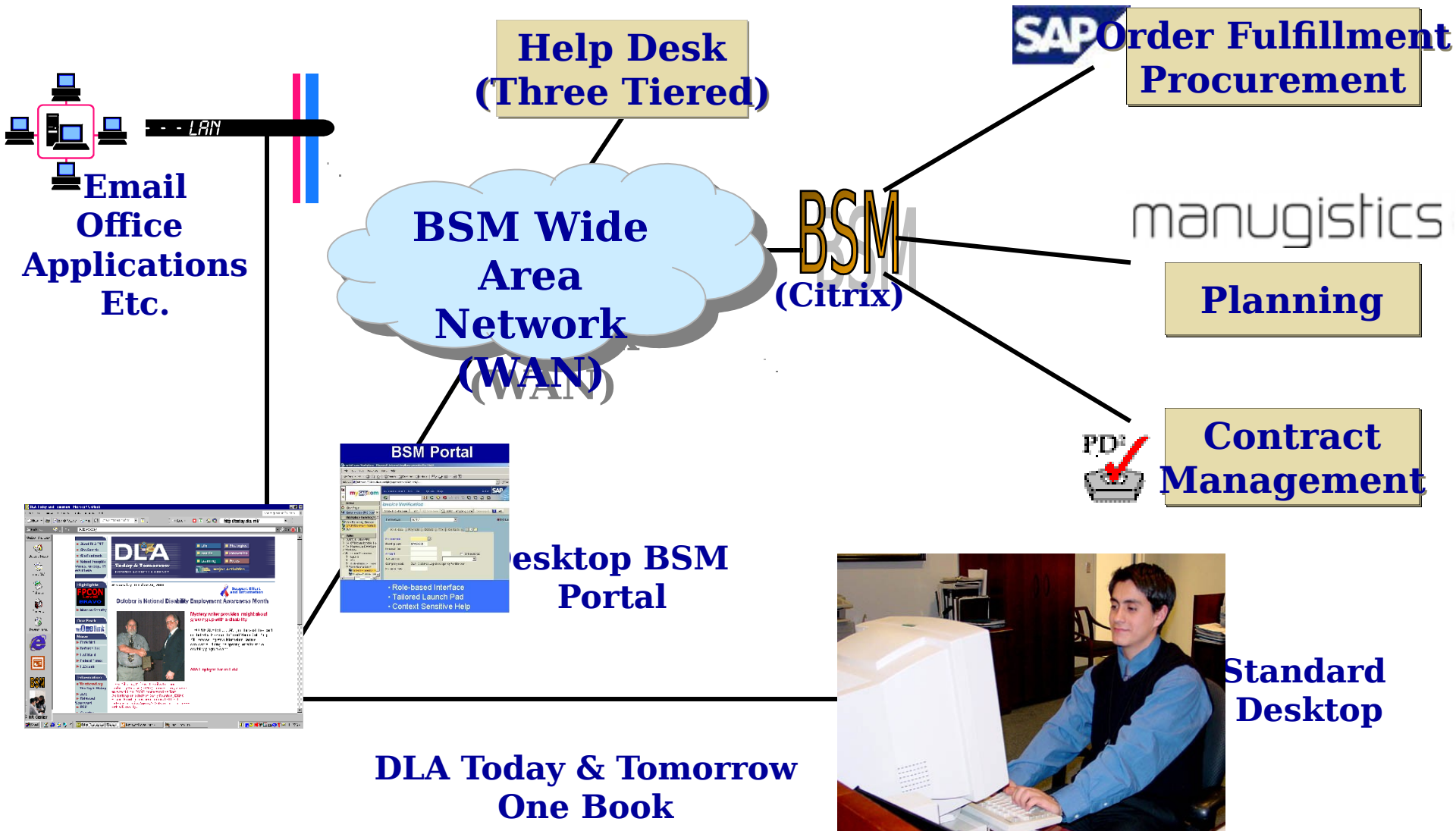
Larry Williams, Defense Reutilization and Marketing Service (DRMS) International, accepts an award from DRMS representative Tom Wallenfang on behalf of Garry Fountain, DRMO Hawaii. Fountain has been nominated for the Defense Logistics Agency's Outstanding Employee with a Disability.

DLA Today and Tomo... **Microsoft PowerPoint - [Pr...** **Paint Shop Pro**

11:27 AM



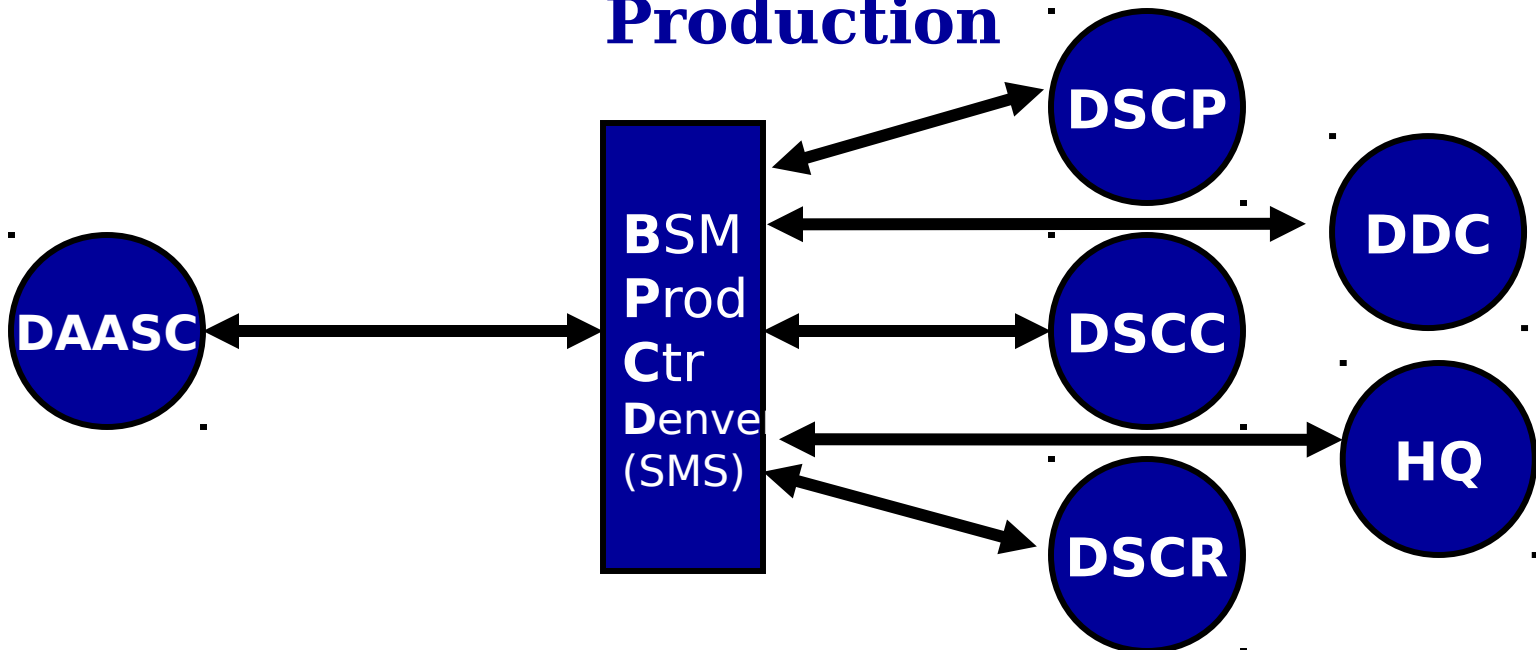
A Day in the Life of a BSM User





Production Network (Denver - Lockheed Martin)

DLA has Contracted with Accenture and Lockheed Martin to Provide Extensive Technology Infrastructure in Denver to Support BSM Production



- **Single Instance ... SAP, Manugistics, PD²**
- **Dedicated and Secure Wide Area**

Network (WAN)



BSM Technology Team/Roles

There are Exciting Technology Positions on the BSM Program

Technology Management
Deliver new technology solutions for each BSM Release

Sustainment Team
Support current release after cutover and Development Landscape in **Dayton**

BPC Team
Support BSM Production Data Center in Denver

Technical Architecture

Infrastructure/Operations

Environment Management

- Integration Architects
- Security Architects
- Reporting/Output Management
- Web/Portal Architects

- Infrastructure Specialists
- Desktop/Peripheral Specialists
- Operations Architects

- Systems Administrators
- Database Administrators
- SAP R/3 Basis Administrators
- Manugistics System Administrators
- PD² System Administrators



Concept Demo ... What is it?

... a real implementation, not a pilot

- **Deliver a Fully Operational, Tested System and Trained Workforce**
- **Fully Support Existing Customer Commitments**
- **Deliver Greater than 80% of the Functional Requirement in the OIG Timeframes/Resources**
- **Incorporate Improved Capabilities Within Timeframes/Resources**

Concept Demo Scope

- Maritime Carrier and Sub Surface teams
- LM2500
- Terminal Lugs and Insulation Sleeving
- Battle Dress Uniforms
- Medical/Surgical
Fleet Prime Vendor
- Garrison Feeding (PV Southeast Region)
- Helicopter systems (UH-1, H-3, H-46, and H-53)

All ICPs involved
Facilitates lead center
Minimizes dual system
users

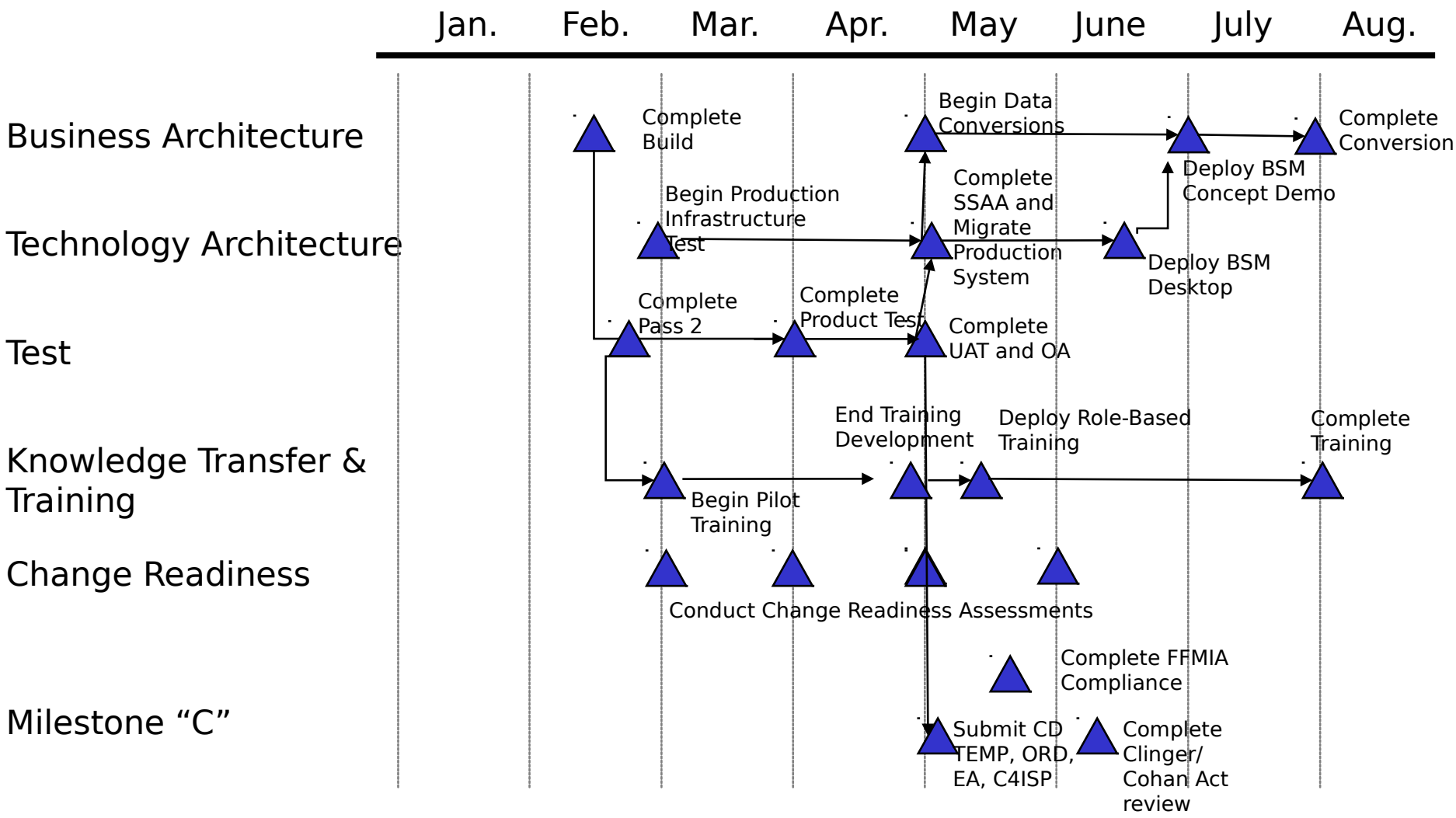
#	<u>NSNs</u>	<u>Requisitions</u>	<u>Orders</u>	<u>Impacted Users</u>	<u>Customers</u>	<u>Suppliers</u>
TOTAL	146,420	217,485*	168,939	370	17,002	2,492

*Figure based on a two-year period.

**Work Out the Kinks and Bugs Before
General Roll-out**



Short-term Timeline





Agenda

Introduction

BG Mangual

Enterprise Transformation

RADM Archer

Why BSM Is Crucial for DSCP

Mr. Allen

The Components of Change

People

Mr. Allen

Process

Ms. Christine Gallo

Technology

Ms. Mae De

Vincentis

Program Update

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Question & Answer

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Wrap-Up

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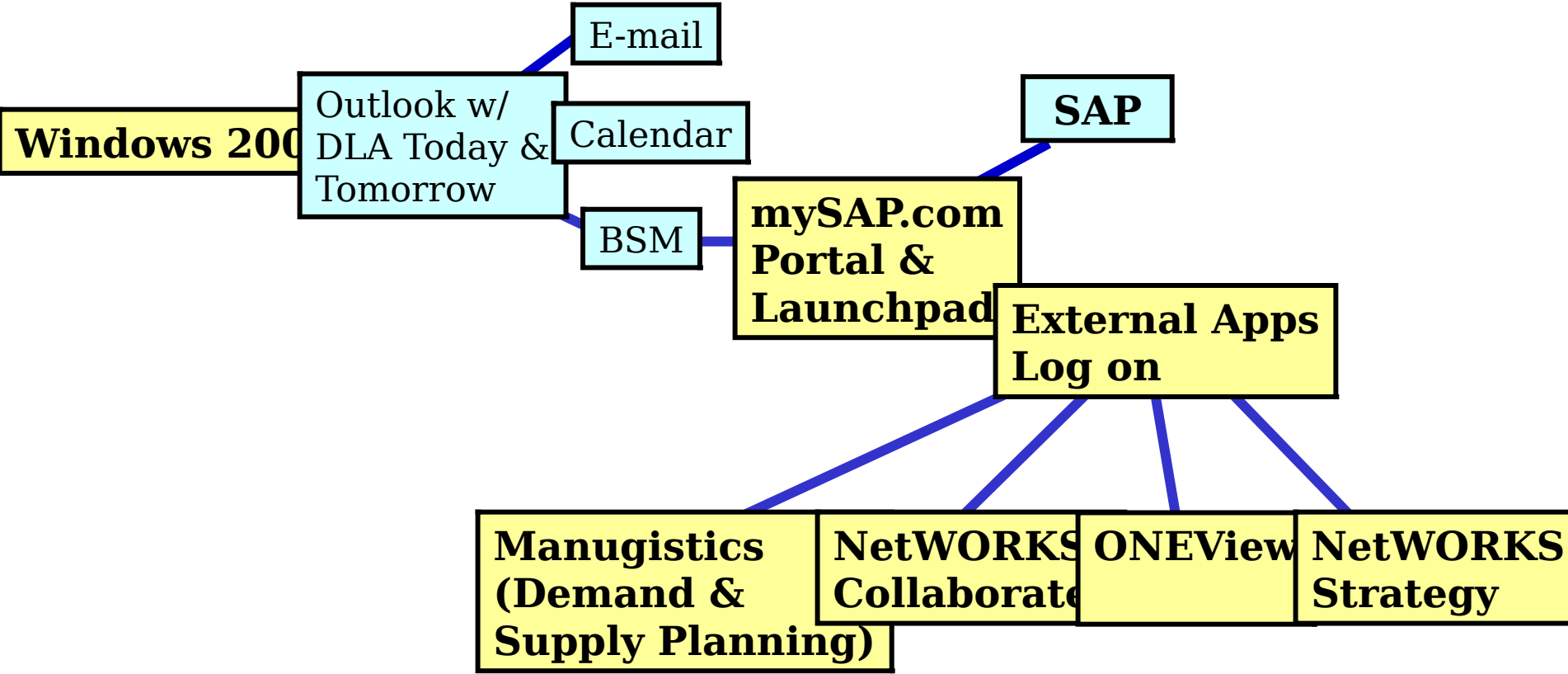
RADM Archer



Back Up Charts



BSM Access: Demand Planner





BSM Access: Purchasing Specialist

Purchasing Specialist:

